



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**FAMILY SUPPORT WORKER**  
(HEALTHY FAMILIES)  
HUMAN SERVICES

Human Resources Department  
700 Town Center Drive, Suite 200  
Newport News, VA 23606  
Phone: (757) 926-1800  
Fax: (757) 926-1825

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## **GENERAL STATEMENT OF RESPONSIBILITIES**

Under general supervision, this position is responsible for providing on-going home visiting and prevention services focusing on child development education and coordination of services and activities for at-risk families participating in the Healthy Families program. Reports to the Senior Family Services Specialist or Healthy Families Supervisor.

## **ESSENTIAL JOB FUNCTIONS**

Provides intensive, long term, in-home and site based services in parenting education and child development for high-risk families; identifies and responds to family needs and assists with family assessments and evaluations; establishes case plans with goals and objectives and provides families with training, coaching and practical activities in areas such as problem solving, goal planning, and other related topics.

Utilizes child development curriculum and screening and assessment tools and teaches basic concepts on parent and child interaction, pre-natal and other health care, child development, nutrition, meal planning and other related topics; assists families with developing goals and monitors and documents progress and activities.

Provides case-management services to assist families in identifying needs to include coordinating transportation services and transports families for regular health care and other business related appointments; makes appropriate referrals and assists families in obtaining services from other community agencies and coordinates assistance; and networks with other agencies.

Attends and participates in scheduled Healthy Families seminars, in-service training sessions, and conferences and may represent the agency on committees or task force groups; develops and maintains rapport with customers, support organizations and the general public; makes service referrals within the department and to other agencies as needed and resolves a variety of customer concerns.

Maintains records and files in accordance with Healthy Families of America requirements; prepares and submits reports and data outcomes in a timely manner; attends regularly reflective supervision meetings to discuss case loads.

Performs other duties as assigned.

## **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

## **REQUIRED KNOWLEDGE**

- Human Services – Thorough knowledge of human services programs and policies, child development, and adult learning principles. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.
- Case Management – Knowledge of case management techniques, principles and practices to evaluate and coordinate the delivery of public assistance to customers and their families.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

## **REQUIRED SKILLS**

- Judgment/Decision Making – Evaluates the best method of research and exercises appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- Computer Skills – Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.
- Interpersonal Relationships – Develops and maintains cooperative and courteous relationships with clients, co-workers, and other departments and organizations. Effectively responds to routine inquiries and disputes.

## **REQUIRED ABILITIES**

- Time Management – Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet strict deadlines.
- Communication – Excellent ability to communicate ideas and proposals effectively to culturally diverse audiences to include preparing and conducting training, preparation of reports, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing.

## **EDUCATION AND EXPERIENCE**

Requires an Associate's Degree in Human Services or a related field with 2 - 4 years of related experience providing services to children and families or an equivalent combination of education and experience. Experience providing home-visiting services within a Healthy Families program environment is preferred.

## **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

## **PHYSICAL REQUIREMENTS**

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

## **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

## **ENVIRONMENTAL EXPOSURES**

Performance of essential functions may require exposure to adverse environmental conditions, such as traffic hazards, violent individuals, communicable diseases, or rude/irate customers.